Labor Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			Low	Medium	FCR Total
Labor Commission	Application Services	Danielle Hood	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Capitol Hosting	Kyle Burkhardt	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Help Desk	Eileen Dubach	1 1	0 0	1 1
		James Stearns	1 1	0 0	1 1
		Julie VanBeekum	8 6	0 0	8 6
		Sarah Johnson	1 0	0 0	1 0
		Vicky Marrelli	2 1	0 0	2 1
		Assigned to Individual Total	13 9	0 0	13 9
	Metro A Desktop Support	Nancy Hachmeister	30 5	0 0	30 5

Labor Commission

			Low	Medium	FCR Total
Labor Commission	Metro A Desktop Support	Rodney Austin	11 7	0 0	11 7
		Assigned to Individual Total	41 12	0 0	41 12
	Metro A Help Desk	Cindy Schroeder	5 4	0 0	5 4
		Ed Conrad	14 13	0 0	14 13
		Liz Evans	5 4	0 0	5 4
		Assigned to Individual Total	24 21	0 0	24 21
	Strategic Communications	Luis Larios	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Voice Operations	Britany Finlay	1 0	0 0	1 0
		Leon Owen	1 0	0 0	1 0
		Lois Schow	0 0	1 0	1 0
		Romanza Hamblin	3 3	0 0	3 3
		Assigned to Individual Total	5 3	1 0	6 3
	Assigned Group Total		86 45	1 0	87 45

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Labor Commission

	Low	Medium	FCR Total
Customer Company Total	86	1	87
	45	0	45

Labor Commission

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Inital Response		
			Low	Medium	MIR Total
Labor Commission	Application Services	Danielle Hood	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Capitol Hosting	Kyle Burkhardt	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Help Desk	Eileen Dubach	1 0	0 0	1 0
		James Stearns	1 0	0 0	1 0
		Julie VanBeekum	8 0	0 0	8 0
		Sarah Johnson	1 0	0 0	1 0
		Vicky Marrelli	2 0	0 0	2 0
		Assigned to Individual Total	13 0	0 0	13 0
	Metro A Desktop Support	Nancy Hachmeister	30 0	0 0	30 0

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Labor Commission

			Low	Medium	MIR Total
Labor Commission	Metro A Desktop Support	Rodney Austin	11 0	0 0	11 0
		Assigned to Individual Total	41 0	0 0	41 0
	Metro A Help Desk	Cindy Schroeder	5 0	0 0	5 0
		Ed Conrad	14 0	0 0	14 0
		Liz Evans	5 0	0 0	5 0
		Assigned to Individual Total	24 0	0 0	24 0
	Strategic Communications	Luis Larios	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Voice Operations	Britany Finlay	1 0	0 0	1 0
		Leon Owen	1 0	0 0	1 0
		Lois Schow	0 0	1 0	1 0
		Romanza Hamblin	3 0	0 0	3 0
		Assigned to Individual Total	5 0	1 0	6 0
	Assigned Group Total		86 1	1 0	87 1

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As of 1/3/2012

Labor Commission

	Low	Medium	MIR Total
Customer Company Total	86	1	87
	1	0	1

Labor Commission

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Assigned Group	Assigned to Individual	Low	Medium	ATTIR Total
Labor Commission	Application Services	Danielle Hood	1 1.16	0 0.00	1 1.16
		Assigned to Individual Total	1 1.16	0 0.00	1 1.16
	Capitol Hosting	Kyle Burkhardt	1 0.19	0 0.00	1 0.19
		Assigned to Individual Total	1 0.19	0 0.00	1 0.19
	Help Desk	Eileen Dubach	1 0.11	0 0.00	1 0.11
		James Stearns	1 0.01	0 0.00	1 0.01
		Julie VanBeekum	8 0.08	0 0.00	8 0.08
		Sarah Johnson	1 0.37	0 0.00	1 0.37
		Vicky Marrelli	2 0.14	0 0.00	2 0.14
		Assigned to Individual Total	13 0.11	0 0.00	13 0.11
	Metro A Desktop Support	Nancy Hachmeister	30 0.12	0 0.00	30 0.12

Labor Commission

			Low	Medium	ATTIR Total
Labor Commission	Metro A Desktop Support	Rodney Austin	11 0.14	0 0.00	11 0.14
		Assigned to Individual Total	41 0.13	0 0.00	41 0.13
	Metro A Help Desk	Cindy Schroeder	5 0.00	0 0.00	5 0.00
		Ed Conrad	14 0.05	0 0.00	14 0.05
		Liz Evans	5 0.00	0 0.00	5 0.00
		Assigned to Individual Total	24 0.03	0 0.00	24 0.03
	Strategic Communications	Luis Larios	1 0.38	0 0.00	1 0.38
		Assigned to Individual Total	1 0.38	0 0.00	1 0.38
	Voice Operations	Britany Finlay	1 0.54	0 0.00	1 0.54
		Leon Owen	1 0.22	0 0.00	1 0.22
		Lois Schow	0 0.00	1 0.25	1 0.25
		Romanza Hamblin	3 0.12	0 0.00	3 0.12
		Assigned to Individual Total	5 0.23	1 0.25	6 0.23
	Assigned Group Total		86 0.12	1 0.25	87 0.12

Enterprise Incident Report December 2011

As of 1/3/2012

Labor Commission

	Low	Medium	ATTIR Total
Customer Company Total	86	1	87
	0.12	0.25	0.12

Labor Commission

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			Low	Medium	MR Total
Labor Commission	Application Services	Danielle Hood	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Capitol Hosting	Kyle Burkhardt	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Help Desk	Eileen Dubach	1 0	0 0	1 0
		James Stearns	1 0	0 0	1 0
		Julie VanBeekum	8 0	0 0	8 0
		Sarah Johnson	1 0	0 0	1 0
		Vicky Marrelli	2 0	0 0	2 0
		Assigned to Individual Total	13 0	0 0	13 0
	Metro A Desktop Support	Nancy Hachmeister	30 0	0 0	30 0

Labor Commission

			Low	Medium	MR Total
Labor Commission	Metro A Desktop Support	Rodney Austin	11 0	0 0	11 0
		Assigned to Individual Total	41 0	0 0	41 0
	Metro A Help Desk	Cindy Schroeder	5 0	0 0	5 0
		Ed Conrad	14 0	0 0	14 0
		Liz Evans	5 0	0 0	5 0
		Assigned to Individual Total	24 0	0 0	24 0
	Strategic Communications	Luis Larios	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Voice Operations	Britany Finlay	1 0	0 0	1 0
		Leon Owen	1 0	0 0	1 0
		Lois Schow	0 0	1 0	1 0
		Romanza Hamblin	3 0	0 0	3 0
		Assigned to Individual Total	5 0	1 0	6 0
	Assigned Group Total		86 1	1 0	87 1

Labor Commission

	Low	Medium	MR Total
Customer Company Total	86	1	87
	1	0	1

Enterprise Incident Report December 2011

As of 1/3/2012

Labor Commission

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			Low	Medium	ATTR Total
Labor Commission	Application Services	Danielle Hood	1 1.16	0 0.00	1 1.16
		Assigned to Individual Total	1 1.16	0 0.00	1 1.16
	Capitol Hosting	Kyle Burkhardt	1 1.19	0 0.00	1 1.19
		Assigned to Individual Total	1 1.19	0 0.00	1 1.19
	Help Desk	Eileen Dubach	1 0.11	0 0.00	1 0.11
		James Stearns	1 0.02	0 0.00	1 0.02
		Julie VanBeekum	8 0.09	0 0.00	8 0.09
		Sarah Johnson	1 0.43	0 0.00	1 0.43
		Vicky Marrelli	2 0.30	0 0.00	2 0.30
		Assigned to Individual Total	13 0.15	0 0.00	13 0.15
	Metro A Desktop Support	Nancy Hachmeister	30 0.37	0 0.00	30 0.37

Labor Commission

			Low	Medium	ATTR Total
Labor Commission	Metro A Desktop Support	Rodney Austin	11 1.19	0 0.00	11 1.19
		Assigned to Individual Total	41 0.59	0 0.00	41 0.59
	Metro A Help Desk	Cindy Schroeder	5 0.09	0 0.00	5 0.09
		Ed Conrad	14 0.19	0 0.00	14 0.19
		Liz Evans	5 0.01	0 0.00	5 0.01
		Assigned to Individual Total	24 0.13	0 0.00	24 0.13
	Strategic Communications	Luis Larios	1 13.45	0 0.00	1 13.45
		Assigned to Individual Total	1 13.45	0 0.00	1 13.45
	Voice Operations	Britany Finlay	1 0.54	0 0.00	1 0.54
		Leon Owen	1 0.22	0 0.00	1 0.22
		Lois Schow	0 0.00	1 0.49	1 0.49
		Romanza Hamblin	3 0.39	0 0.00	3 0.39
		Assigned to Individual Total	5 0.39	1 0.49	6 0.40
	Assigned Group Total		86 0.55	1 0.49	87 0.55

Labor Commission

	Low	Medium	ATTR Total
Customer Company Total	86	1	87
	0.55	0.49	0.55

Labor Commission

Detail

INC000000421512	David Lamb	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.46
INC000000422927	Gabriella Salazar	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.04
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000423934	Deedee Brunatti	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000424095	Judith Alt	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000424101	Ami Windham	Mobile Devices	None	None		TIR Missed: Yes	TIR:	1.16
	Application Services	Danielle Hood	Labor Commission	Low	Closed	TTR Missed: No	TTR:	1.16
INC000000424479	Loretta Woodmansee	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000424954	Nicole Nguyen	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.15
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.32
INC000000425059	Judith Alt	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.13
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.33
INC000000425129	Debbie King	EIS Hardware	Printer	None		TIR Missed: No	TIR:	0.38
	Strategic Communications	Luis Larios	Labor Commission	Low	Closed	TTR Missed: Yes	TTR:	13.45
INC000000425400	Sara Danielson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000425662	Sara Danielson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000425724	Alan L Hennebold	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000425754	David Lamb	Network	Performance	None		TIR Missed: No	TIR:	0.23
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	TTR:	1.24
INC000000425769	Heather Gunnarson	Mobile Devices	Error	iPhone		TIR Missed: No	TIR:	0.28
	Help Desk	Vicky Marrelli	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.60
INC000000425825	Felix Desiena	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.01
	Help Desk	James Stearns	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000426551	Tonya Gallegos	None	None	None		TIR Missed: No	TIR:	0.37
	Help Desk	Sarah Johnson	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.43

Labor Commission

INC000000426641	Felix Desiena	Application	Password	State Payroll Time Entry System	TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000426759	Felix Desiena	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.62
INC000000427188	Lawnie Nebeker	Application	None	None	TIR Missed: No	TIR:	0.60
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.62
INC000000427191	Lawnie Nebeker	Network	None	None	TIR Missed: No	TIR:	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000427467	Tiffany Simpson	Network	Password	None	TIR Missed: No	TIR:	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000427717	Carol Hawkins	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.05
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000428040	Rosalee Oakeson	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.52
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.59
INC000000428063	Tonya Gallegos	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.38
	Help Desk	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.38
INC000000428323	Gina Spjut	Application	None	None	TIR Missed: No	TIR:	0.04
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000428632	Stephanie Carrillo	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000428665	Dennis Crenshaw	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000428729	Felix Desiena	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.18
	Voice Operations	Romanza Hamblin	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.71
INC000000428890	Jenean Tryon	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.13
	Voice Operations	Romanza Hamblin	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.30
INC000000429008	Bobbi Smith	None	None	None	TIR Missed: No	TIR:	0.20
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.79
INC000000429065	Donald Walker	Application	None	None	TIR Missed: No	TIR:	0.07
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.76
INC000000429418	David Lamb	Network	None	None	TIR Missed: No	TIR:	0.03
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.34
INC000000429590	Dave Bloomfield	Application	Password	State Payroll System	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.44

Labor Commission

INC000000429626	Leonor Lopez	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.13
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.14
INC000000429724	Neira Acevedo-Ramos	Application	Error	Novell GroupWise 32-bit Windov			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.12
INC000000430591	Thuy Nguyen	None	None	None			TIR Missed: No	TIR:	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Closed		TTR Missed: No	TTR:	
INC000000430710	Judith Alt	Telecom	Voice Mail	Telephone			TIR Missed: No	TIR:	0.06
	Voice Operations	Romanza Hamblin	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.17
INC000000430946	Bill Southwick	PC/Laptop	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	4.30
INC000000431314	Felix Desiena	Print/Copy/Scan/Fax	Error Code	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.12
INC000000431355	Joy Lawrence	PC/Laptop	Performance	None			TIR Missed: No	TIR:	0.32
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.93
INC000000431468	Gabriella Salazar	Telecom	Feature	Telephone			TIR Missed: No	TIR:	0.54
	Voice Operations	Britany Finlay	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.54
INC000000431988	Carol Welborn	Application	Error	State Payroll Time Entry System			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.54
INC000000432375	Izzy Luna	PC/Laptop	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000432521	Judith Alt	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.70
INC000000433190	Joy Lawrence	Network	None	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000433212	Kate McNeill	PC/Laptop	Performance	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.08
INC000000433239	David Lamb	PC/Laptop	Performance	None			TIR Missed: No	TIR:	0.21
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.22
INC000000433371	James E Johnston	Application	Password	Novell GroupWise			TIR Missed: No	TIR:	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000433380	Kate McNeill	PC/Laptop	Password	None			TIR Missed: No	TIR:	0.10
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.34
INC000000433625	Kate McNeill	None	None	None			TIR Missed: No	TIR:	0.15
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved		TTR Missed: No	TTR:	0.37

Labor Commission

INC000000433750	Kate McNeill	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.37
INC000000433779	Ami Windham	PC/Laptop	Password	None	TIR Missed: No	TIR:	0.00
Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000433857	Felix Desiena	Application	None	None	TIR Missed: No	TIR:	0.04
Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	1.10
INC000000433874	Tonya Gallegos	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR:	0.11
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.11
INC000000434064	Leonor Lopez	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.26
Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.26
INC000000434264	Leonor Lopez	PC/Laptop	None	None	TIR Missed: No	TIR:	0.55
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.72
INC000000434285	David Lamb	Network	Performance	None	TIR Missed: No	TIR:	0.00
Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000434363	David Lamb	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.03
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000434418	Jose Blanco	None	None	None	TIR Missed: No	TIR:	0.04
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.04
INC000000434583	Terri Devries	Application	Error	None	TIR Missed: No	TIR:	0.03
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000434775	Leonor Lopez	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.57
INC000000434864	David Lamb	Telecom	Coverage Path	Telephone	TIR Missed: No	TIR:	0.25
Voice Operations	Lois Schow	Labor Commission	Medium	Resolved	TTR Missed: No	TTR:	0.49
INC000000434893	Tracy Payne	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000435011	Shaheen Safiullah	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000435064	Carol Welborn	Application	Error	None	TIR Missed: No	TIR:	0.06
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.13
INC000000435177	Izzy Luna	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.22
Voice Operations	Leon Owen	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.22
INC000000435185	Kenney Christensen	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00

Labor Commission

| INC000000435305 | Tracy Payne | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Labor Commission | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000435311 | Leonor Lopez | Application | Error | None | TIR Missed: No | TIR: | 0.57 |
| | Metro A Desktop Support | Rodney Austin | Labor Commission | Low | Resolved | TTR Missed: No | TTR: | 1.90 |

| INC000000435343 | Paul C. Cannon | PC/Laptop | Password | None | TIR Missed: No | TIR: | 0.03 |
| | Metro A Desktop Support | Rodney Austin | Labor Commission | Low | Resolved | TTR Missed: No | TTR: | 1.02 |

| INC000000435714 | Dave Bloomfield | PC/Laptop | Performance | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Nancy Hachmeister | Labor Commission | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000435780 | Paul C. Cannon | Application | Password | PGP | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Labor Commission | Low | Resolved | TTR Missed: No | TTR: | 0.05 |

| INC000000435868 | Paul C. Cannon | Application | Error | Internet Explorer | TIR Missed: No | TIR: | 0.15 |
| | Metro A Desktop Support | Nancy Hachmeister | Labor Commission | Low | Resolved | TTR Missed: No | TTR: | 1.47 |

| INC000000436073 | Lisa Robinson | Application | Password | Utah Master Directory | TIR Missed: No | TIR: | 0.11 |
| | Help Desk | Eileen Dubach | Labor Commission | Low | Resolved | TTR Missed: No | TTR: | 0.11 |

| INC000000436139 | Carol Welborn | Application | Password | None | TIR Missed: No | TIR: | 0.06 |
| | Metro A Desktop Support | Nancy Hachmeister | Labor Commission | Low | Resolved | TTR Missed: No | TTR: | 0.36 |

| INC000000436218 | Izzy Luna | Application | Error | Microsoft Excel | TIR Missed: No | TIR: | 0.64 |
| | Metro A Help Desk | Ed Conrad | Labor Commission | Low | Resolved | TTR Missed: No | TTR: | 0.98 |

| INC000000436314 | Dave Bloomfield | PC/Laptop | Performance | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Labor Commission | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000436326 | Louis Silva | Application | Error | Microsoft Office | TIR Missed: No | TIR: | 0.38 |
| | Metro A Desktop Support | Nancy Hachmeister | Labor Commission | Low | Resolved | TTR Missed: No | TTR: | 0.61 |

| INC000000436501 | Evelyn S Partner | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Labor Commission | Low | Resolved | TTR Missed: No | TTR: | 0.08 |

| INC000000436792 | Cheryl Luke | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Labor Commission | Low | Resolved | TTR Missed: No | TTR: | 0.00 |

| INC000000436959 | Kate McNeill | None | None | None | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Nancy Hachmeister | Labor Commission | Low | Resolved | TTR Missed: No | TTR: | 0.01 |

| INC000000437011 | Leonor Lopez | None | None | None | TIR Missed: No | TIR: | 0.11 |
| | Metro A Desktop Support | Nancy Hachmeister | Labor Commission | Low | Resolved | TTR Missed: No | TTR: | 0.29 |

| INC000000437054 | Nicole Nguyen | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Desktop Support | Nancy Hachmeister | Labor Commission | Low | Resolved | TTR Missed: No | TTR: | 0.41 |

| INC000000437168 | Paul C. Cannon | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | TIR: | 0.00 |
| | Metro A Help Desk | Ed Conrad | Labor Commission | Low | Resolved | TTR Missed: No | TTR: | 0.10 |

Labor Commission

INC000000437207	Dave Bloomfield	Application	Error	None			TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low		Resolved	TTR Missed:	No	TTR:	1.12
INC000000437521	Paul C. Cannon	Application	Reporting	None			TIR Missed:	No	TIR:	0.19
	Capitol Hosting	Kyle Burkhardt	Labor Commission	Low		Resolved	TTR Missed:	No	TTR:	1.19
INC000000437689	Felix Desiena	PC/Laptop	Error	Microsoft Windows XP Professio			TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low		Resolved	TTR Missed:	No	TTR:	1.30